



STATE OF ILLINOIS 2009

HISPANIC Employment Plan



Respectfully submitted to the Illinois General Assembly
February 1, 2009, by Central Management Services



February 1, 2009

Dear General Assembly Member:

On August 15, 2005, Governor Blagojevich signed into law Public Act 094-0597, legislation calling for each state agency to include in its annual report its progress toward implementing the State Hispanic Employment Plan. The legislation is part of the Governor's ongoing commitment to diversity in our workforce, including the hiring, training, retention, and promotion of Latino employees.

As you know, the law requires CMS to prepare and submit to the General Assembly an annual Hispanic Employment Plan reporting each agency's activities that implement the plan. The 2009 report follows.

I am happy to report that the Hispanic Employment Plan is beginning to make significant progress. I would like to share with you some of the state's accomplishments during 2008:

- The number of Hispanic employees in state agencies increased to a record 2,114 (4.12%)
- In 2008 Hispanics received 5.5% of all promotions.

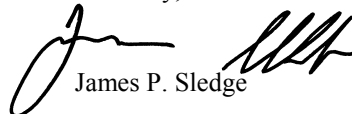
As the state's primary recruiting and employment agency, CMS helped agencies make that progress:

- CMS regularly helps agencies to identify positions to better serve their clients--as a result, the state now has 1,251 employees receiving bilingual pay for Spanish, an increase of 162 more workers than the previous year.
- To address the issue of retention--a major objective of the 2008 Hispanic Employment Plan--CMS acquired a graduate intern to research why Hispanics leave state government and develop strategies for retention. The intern developed questionnaire, survey instruments and methodology. The results of these surveys will be the basis of a report and included in the 2010 Hispanic Employment Plan Annual Report.
- CMS continues to work with state agencies to assist them with targeted recruitment and has been successful in sourcing candidates specific to the individual and specialized needs of agencies' diverse needs. For example, we have recruited bilingual nurses for positions within the Illinois Department of Public Health, bilingual CDL drivers for Department of Transportation and worked with the Illinois Department of Employment Security to ensure Hispanic candidates are available on eligible lists statewide.

Further, the new Web-based hiring system launched in January of 2008 encouraged many qualified individuals to identify and apply for open positions and enabled the State to better track and monitor applicants, while offering applicants the ability to track their candidate status online. The resulting electronic database also helps State agencies to quickly identify appropriate candidates to help them reach their hiring goals -- including bilingual employees.

Of course, there are many benefits of having a diverse workforce, but perhaps the most significant is to enable State agencies to provide better services more efficiently to the public. By continuing to work together on this vital initiative, we intend to achieve this goal and better serve the residents of Illinois.

Sincerely,



James P. Sledge

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I. **2009 Executive Summary**

In compliance with Public Act 094-0597, the Illinois Department of Central Management Services has developed an annual plan to address the under-representation of Hispanics and bilingual/Spanish employees in the state workforce since 2006. As you will see documented within the pages of this **2009** report, the State of Illinois continues to make inroads in the hiring and promotion of Hispanics in state agencies.

We are excited to report that Illinois has reached its highest number, ever, of Hispanics in the state workforce, a record 4.12% (2,114). The increase in the number of Hispanics is particularly significant given that there was a decrease in the overall state workforce. The number of bilingual/Spanish employees has also continued to rise, from 1,089 in the first year of the Plan, to its current 1,251. Specifically, 59% of Hispanic employees are employed under Spanish-Speaking option positions and receive bilingual pay. More good news—a greater number of Hispanics were promoted in 2008, a rate of 5.5%, than the previous year—4.1%.

In January 2008, CMS implemented eRecruiting, a new website that made the application and employment process more transparent and user friendly. One of the objectives of the 2008 Hispanic Employment Plan was to ensure that this new electronic application process did not adversely impact the number of Hispanics applying for state positions. In 2007, Hispanics applied for 11,495 positions and 16.7% received a grade of “A” well qualified. In 2008, the calendar year covered by this 2009 report, Hispanics applied for 14,801 positions and 17.6% received a grade of “A” well qualified. The new CMS eRecruiting system has not decreased the number of Hispanic applicants; on the contrary, it has resulted in a larger number of Hispanics applying for positions with state government.

The 2009 Hispanic Employment Plan now includes information on Hispanics within the titles of Public Service Administrator and Senior Public Service Administrator per number and agency use. Specifically, Hispanics comprise 144 or 3.80% of Public Service Administrators in the state workforce and 64 or 4.59% of Senior Public Service Administrator positions. The greatest numbers of Hispanic Senior Public Service Administrators are employed by the Department of Human Services (16) and the Illinois Department of Central Management Services (7). The two agencies who employ the greatest numbers of Hispanics within the title of Public Service Administrators are the Illinois Department of Human Services (42) and The Illinois Department of Children and Family Services (28).

As we enter the fourth year of the State Hispanic Employment Plan, CMS-assisted by the Hispanic Advisory Council, is working to build on previous achievements through the 2009 plan objectives detailed in the attached report. One objective, in particular, is to continue to work with the New American’s Initiative to standardize the process across all state agencies by which bilingual skills and bilingual pay are assessed. Currently, each individual state agency determines how skills are assessed; consequently, inconsistencies exist. Standardizing the process of bilingual skills assessment will better serve state agencies and the public that they serve.

II. Current Demographics

Based on 2000 U.S. Census data and state employment workforce statistics as of December 31, 2008, approximately 4.12% of the State's 51,257 employees in coded State positions are Hispanic. The five Illinois counties with the highest percentage Hispanic population are listed below with the corresponding percentage of Hispanic State employees. Cook, Lake, Kane and DuPage counties all showed an increase in the percentage of Hispanic state workforce from last year, while Boone County remained the same as the previous year.

COUNTY	% HISPANIC POPULATION	% HISPANIC STATE WORKFORCE
Kane	23.7%	9.9%
Cook	19.9%	10.7%
Lake	14.4%	10.2%
Boone	12.5%	16.7%
DuPage	9.0%	12.3%

There are 2,114 Hispanic employees statewide in coded positions. The five State agencies with the largest number of Hispanic employees in coded state positions are indicated below.

AGENCY	COUNT OF HISPANIC EMPLOYEES
Department of Human Services	861
Department of Corrections	219
Department of Children & Family Services	215
Department of Employment Security	187
Department of Healthcare & Family Services	127

All of the agencies listed above show an increase in the number of Hispanic employees as compared to last year, except for the Department of Corrections. The Department of Corrections has a decrease of 10 fewer Hispanic Employees in Calendar year 2008 than in the previous year.

Of the 2,114 coded Hispanic State employees, 1,251 are currently receiving bilingual pay for the use of the Spanish language – this represents approximately 59% of Hispanics in the state workforce. The five State agencies that have the highest number of employees receiving bilingual pay for the use of the Spanish language are shown below.

AGENCY	EMPLOYEES RECEIVING BILINGUAL PAY FOR SPANISH LANGUAGE
Department of Human Services	652
Department of Children & Family Services	181
Department of Employment Security	129
Department of Healthcare & Family Services	112
Department of Corrections	38

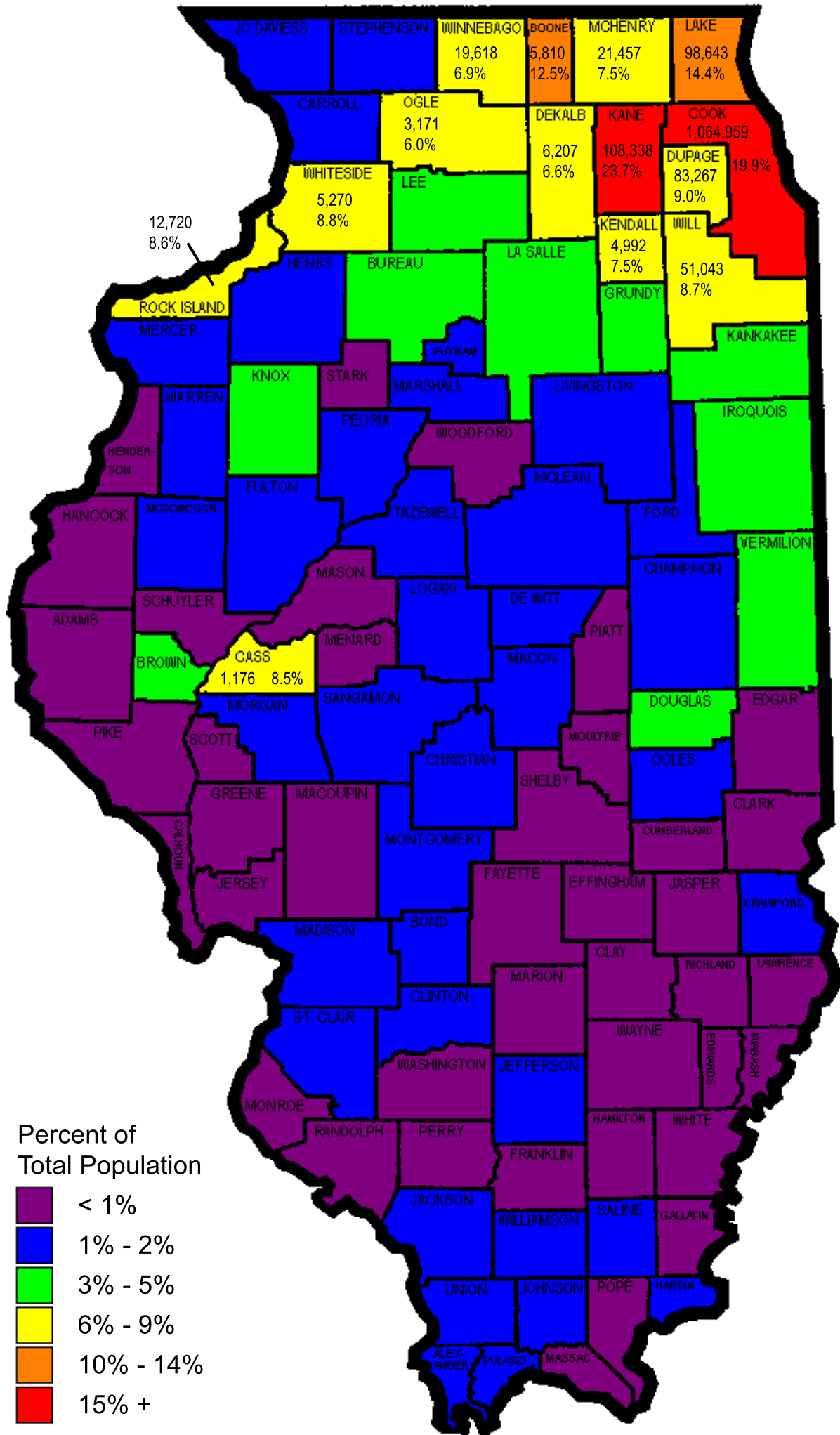
All of the 5 agencies listed above showed an increase in the number of bilingual employees paid for Spanish language skills except for the Department of Corrections that has 3 fewer employees in this category than the previous year.

In calendar year 2008, 120,802 open competitive exams were administered. Of those, Hispanic applicants received 14,801 civil service grades. The graph below illustrates how Hispanics fared when compared to all applicants.

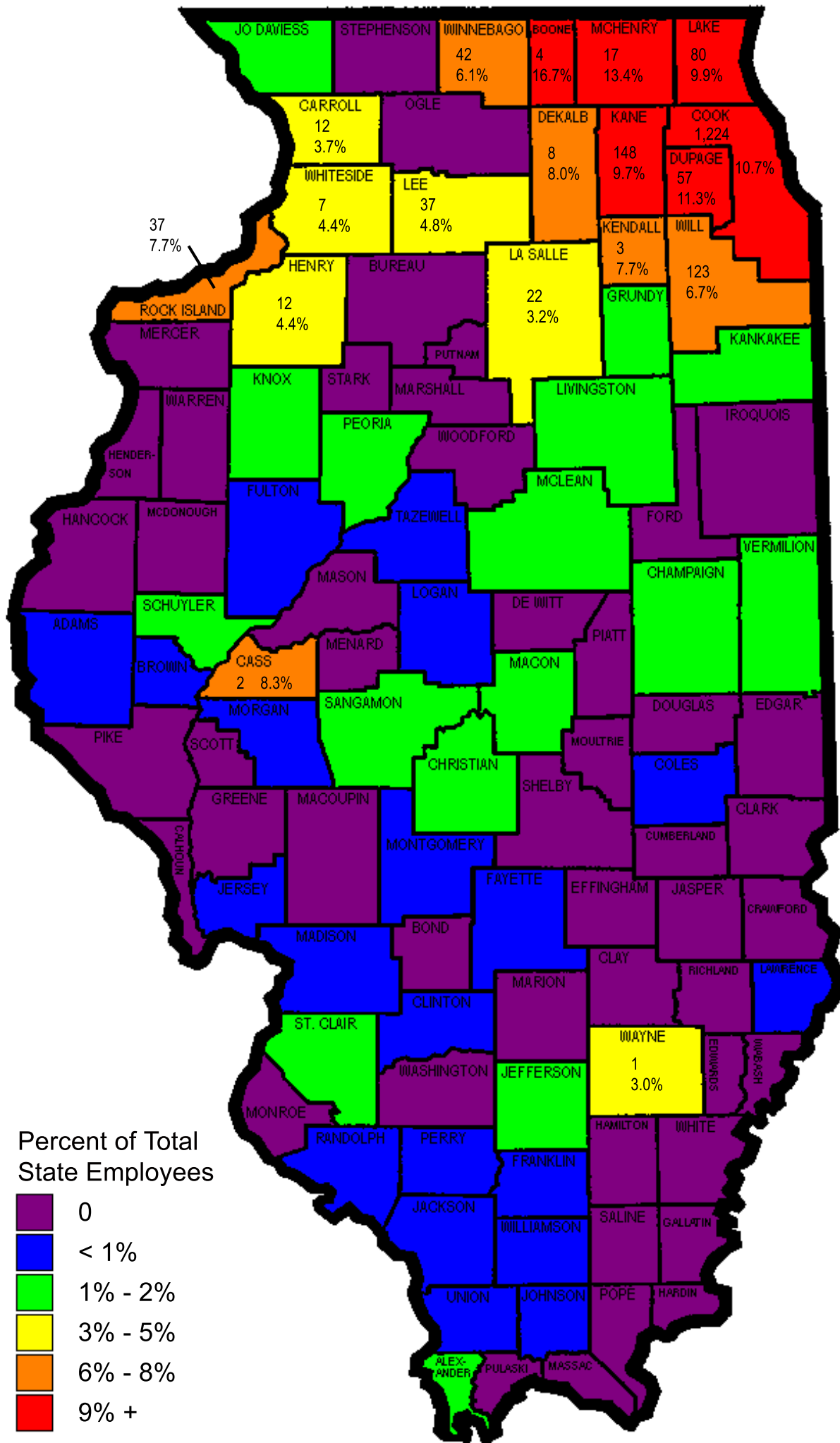
CY 2008	HISPANICS	NON-HISPANICS	TOTAL
Open Competitive Total Grades	14,801	106,001	120,802
A Grade	2,598	31,720	34,318
B Grade	4,742	31,940	36,682
C Grade	3,352	15,242	18,594
Failed Grade	4,109	27,099	31,208

Promotional transactions inclusive of all venues (Upward Mobility Program, promotion, Merit System Transfer with promotion and Promotion to Term) indicate a total of 1,390 employees were promoted in calendar year 2008; of those 72 are Hispanic employees, comprising a promotion rate of 5.5%, an increase of 1.4% from the previous year.

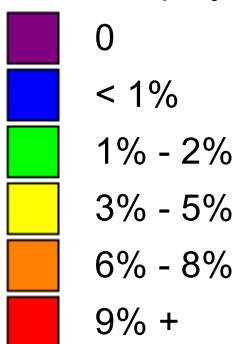
Illinois Hispanic Population 2000 Census Data



Coded Hispanic State Employees as of 1/12/2009



Percent of Total State Employees



Population * vs. Workforce **

COUNTY NAME	TOTAL POPULATION	% HISPANIC	TOTAL HISPANIC	STATE EMPLOYEES		
				All	% HISPANIC	TOTAL HISPANIC ***
Adams	67,582	0.8%	541	624	0.5%	3
Alexander	9,327	1.4%	131	348	1.1%	4
Bond	17,941	1.4%	251	20	0.0%	0
Boone	46,477	12.5%	5,810	24	16.7%	4
Brown	6,879	3.9%	268	373	0.5%	2
Bureau	35,221	4.9%	1,726	82	0.0%	0
Calhoun	5,069	0.6%	30	21	0.0%	0
Carroll	16,242	2.0%	325	201	6.0%	12
Cass	13,841	8.5%	1,176	23	8.7%	2
Champaign	186,800	2.9%	5,417	372	1.3%	5
Christian	35,127	1.0%	351	272	1.5%	4
Clark	16,998	0.3%	51	30	0.0%	0
Clay	14,316	0.6%	87	19	0.0%	0
Clinton	36,135	1.6%	578	965	0.9%	9
Coles	51,880	1.4%	726	114	0.9%	1
Cook	5,351,552	19.9%	1,064,959	11,420	10.7%	1,224
Crawford	19,899	1.7%	338	263	0.0%	0
Cumberland	11,063	0.6%	66	23	0.0%	0
De Kalb	94,041	6.6%	6,207	97	8.2%	8
De Witt	16,679	1.3%	217	63	0.0%	0
Douglas	19,923	3.5%	697	28	0.0%	0
DuPage	925,188	9.0%	83,267	478	12.3%	59
Edgar	19,396	0.8%	155	56	0.0%	0
Edwards	6,850	0.5%	34	13	0.0%	0
Effingham	34,529	0.7%	242	126	0.0%	0
Fayette	21,539	0.8%	172	419	0.5%	2
Ford	14,094	1.2%	169	44	0.0%	0
Franklin	39,117	0.6%	235	124	0.8%	1
Fulton	37,658	1.2%	452	417	0.5%	2
Gallatin	6,220	0.9%	56	4	0.0%	0
Greene	14,708	0.5%	74	17	0.0%	0
Grundy	39,528	4.1%	1,621	46	2.2%	1
Hamilton	8,334	0.6%	50	10	0.0%	0
Hancock	19,393	0.5%	97	25	0.0%	0
Hardin	4,711	1.1%	52	10	0.0%	0
Henderson	8,073	0.9%	73	15	0.0%	0
Henry	5,064	2.9%	147	279	4.3%	12
Iroquois	30,684	3.9%	1,197	91	0.0%	0
Jackson	58,976	2.4%	1,415	332	0.6%	2
Jasper	9,955	0.5%	50	27	0.0%	0
Jefferson	40,334	1.3%	524	469	1.1%	5

COUNTY NAME	TOTAL POPULATION	% HISPANIC	TOTAL HISPANIC	STATE EMPLOYEES		
				All	% HISPANIC	TOTAL HISPANIC ***
Jersey	22,188	0.7%	155	120	0.8%	1
Jo Daviess	22,526	1.5%	338	38	2.6%	1
Johnson	12,951	2.9%	376	743	0.1%	1
Kane	457,122	23.7%	108,338	1,503	9.9%	149
Kankakee	105,625	4.8%	5,070	1,592	1.4%	23
Kendall	66,565	7.5%	4,992	35	8.6%	3
Knox	54,491	3.4%	1,853	415	2.9%	12
Lake	685,019	14.4%	98,643	778	10.2%	79
La Salle	112,037	5.2%	5,826	679	3.2%	22
Lawrence	15,287	0.9%	138	426	0.5%	2
Lee	35,537	3.2%	1,137	751	4.9%	37
Livingston	39,208	2.7%	1,059	1,208	1.8%	22
Logan	30,716	1.6%	491	603	0.8%	5
Mc Donough	32,852	1.5%	493	63	0.0%	0
Mc Henry	286,091	7.5%	21,457	122	13.9%	17
Mc Lean	156,879	2.5%	3,922	189	1.6%	3
Macon	111,175	1.0%	1,112	415	1.2%	5
Macoupin	49,055	0.6%	294	57	0.0%	0
Madison	261,689	1.5%	3,925	802	1.0%	8
Marion	40,751	0.9%	367	85	0.0%	0
Marshall	13,039	1.0%	130	29	0.0%	0
Mason	15,884	0.5%	79	67	0.0%	0
Massac	15,138	0.8%	121	44	0.0%	0
Menard	12,593	0.8%	101	21	0.0%	0
Mercer	17,003	1.3%	221	20	0.0%	0
Monroe	29,723	0.7%	208	30	0.0%	0
Montgomery	30,352	1.1%	334	461	0.7%	3
Morgan	35,990	1.4%	504	1,373	0.4%	5
Moultrie	14,469	0.5%	72	27	0.0%	0
Ogle	52,858	6.0%	3,171	51	0.0%	0
Peoria	182,335	2.1%	3,829	520	1.7%	9
Perry	22,684	0.8%	181	494	0.4%	2
Piatt	16,426	0.6%	99	25	0.0%	0
Pike	16,927	0.5%	85	54	0.0%	0
Pope	4,261	0.9%	38	11	0.0%	0
Pulaski	7,077	1.5%	106	20	0.0%	0
Putnam	6,119	2.8%	171	6	0.0%	0
Randolph	33,244	0.8%	266	1,409	0.6%	8
Richland	15,997	0.8%	128	48	0.0%	0
Rock Island	147,912	8.6%	12,720	482	7.7%	37
St. Clair	258,606	2.2%	5,689	737	0.9%	7
Saline	26,158	1.0%	262	296	0.0%	0
Sangamon	191,875	1.1%	2,111	11,016	1.2%	130
Schuyler	7,021	0.5%	35	242	1.7%	4
Scott	5,505	0.2%	11	10	0.0%	0

COUNTY NAME	TOTAL POPULATION	% HISPANIC	TOTAL HISPANIC	STATE EMPLOYEES		
				All	% HISPANIC	TOTAL HISPANIC ***
Shelby	22,407	0.5%	112	39	0.0%	0
Stark	6,198	0.9%	56	22	0.0%	0
Stephenson	48,151	1.5%	722	76	0.0%	0
Tazewell	128,056	1.0%	1,281	158	0.6%	1
Union	18,170	2.6%	472	698	0.9%	6
Vermilion	82,804	3.0%	2,484	436	1.1%	5
Wabash	12,680	0.7%	89	9	0.0%	0
Warren	18,246	2.7%	492	38	0.0%	0
Washington	15,179	0.7%	106	23	0.0%	0
Wayne	16,944	0.6%	102	31	3.2%	1
White	15,106	0.7%	106	48	0.0%	0
Whiteside	59,886	8.8%	5,270	154	4.5%	7
Will	586,706	8.7%	51,043	1,801	6.8%	123
Williamson	62,448	1.2%	749	325	0.6%	2
Winnebago	284,313	6.9%	19,618	695	6.0%	42
Woodford	36,367	0.7%	255	35	0.0%	0
Totals	12,607,964	12.3%	1,553,649	51,089	4.2%	2,144

* Information on the general population of Illinois is from the last census

** Reflects Code Employees as of 12/31/2008

*** In addition, 5 Hispanics are employed in out-of-state positions

Code Hispanic Employees as of 12/31/2008

Agency	Employees		Hispanic %
	Hispanics	Total	
Aging	7	163	4.29%
Agriculture	11	446	2.47%
Arts Council	4	21	19.05%
Capital Development Board	1	36	2.78%
Central Management Services	32	1,491	2.15%
Children & Family Services	215	3,174	6.77%
Civil Service Commission	0	4	0.00%
Commerce & Economic Opportunity	19	412	4.61%
Commerce Commission	4	74	5.41%
Corrections	219	11,530	1.90%
Criminal Justice Information Authority	3	55	5.45%
Deaf and Hard of Hearing Commission	0	7	0.00%
Developmental Disabilities Council	0	10	0.00%
Emergency Management Agency	0	94	0.00%
Employment Security	187	1,738	10.76%
Environmental Protection	15	972	1.54%
Financial & Professional Regulation	46	743	6.19%
Guardianship & Advocacy	7	108	6.48%
Healthcare & Family Services	127	2,469	5.14%
Historic Preservation	1	229	0.44%
Human Rights Commission	4	14	28.57%
Human Rights Department	25	147	17.01%
Human Services	861	14,498	5.94%
Investment Board	0	3	0.00%
Juvenile Justice	58	1,176	4.93%
Labor	12	82	14.63%
Labor Relations Board, Educational	0	13	0.00%
Labor Relations Board, Local	0	0	0.00%
Labor Relations Board, State	1	20	5.00%
Law Enforcement Training and Standards	1	19	5.26%
Medical District Commission	0	2	0.00%
Military Affairs	3	127	2.36%
Natural Resources	7	1,402	0.50%
Pollution Control Board	0	19	0.00%
Prisoner Review Board	1	20	5.00%
Property Tax Appeal Board	0	20	0.00%
Public Health	39	1,132	3.45%
Revenue	40	2,123	1.88%
State Fire Marshal	3	147	2.04%
State Police	41	1,418	2.89%
State Police Merit Board	0	6	0.00%

Agency	Employees		Hispanic %
	Hispanics	Total	
State Retirement Systems	1	84	1.19%
Transportation	93	3,733	2.49%
Veterans' Affairs	14	1,105	1.27%
Workers' Compensation Commission	12	171	7.02%
Grand Total	2,114	51,257	4.12%

**Employees in Code Positions Requiring Use of the Spanish
Language as of 12/31/2008**

Agency	Employees		Requiring Spanish %
	Requiring Spanish	Total	
Aging	3	163	1.84%
Agriculture	2	446	0.45%
Arts Council	0	21	0.00%
Capital Development Board	0	36	0.00%
Central Management Services	3	1,491	0.20%
Children & Family Services	181	3,174	5.70%
Civil Service Commission	0	4	0.00%
Commerce & Economic Opportunity	8	412	1.94%
Commerce Commission	1	74	1.35%
Corrections	38	11,530	0.33%
Criminal Justice Information Authority	0	55	0.00%
Deaf and Hard of Hearing Commission	0	7	0.00%
Developmental Disabilities Council	0	10	0.00%
Emergency Management Agency	0	94	0.00%
Employment Security	129	1,738	7.42%
Environmental Protection	2	972	0.21%
Financial & Professional Regulation	18	743	2.42%
Guardianship & Advocacy	4	108	3.70%
Healthcare & Family Services	112	2,469	4.54%
Historic Preservation	0	229	0.00%
Human Rights Commission	2	14	14.29%
Human Rights Department	21	147	14.29%
Human Services	652	14,498	4.50%
Investment Board	0	3	0.00%
Juvenile Justice	4	1,176	0.34%
Labor	8	82	9.76%
Labor Relations Board, Educational	0	13	0.00%
Labor Relations Board, Local	0	0	0.00%
Labor Relations Board, State	1	20	5.00%
Law Enforcement Training and Standards	0	19	0.00%
Medical District Commission	0	2	0.00%
Military Affairs	0	127	0.00%
Natural Resources	1	1,402	0.07%
Pollution Control Board	0	19	0.00%
Prisoner Review Board	1	20	5.00%
Property Tax Appeal Board	0	20	0.00%
Public Health	27	1,132	2.39%
Revenue	21	2,123	0.99%

Agency	Employees		Requiring Spanish %
	Requiring Spanish	Total	
State Fire Marshal	2	147	1.36%
State Police	1	1,418	0.07%
State Police Merit Board	0	6	0.00%
State Retirement Systems	0	84	0.00%
Transportation	6	3,733	0.16%
Veterans' Affairs	0	1,105	0.00%
Workers' Compensation Commission	3	171	1.75%
Grand Total	1,251	51,257	2.44%

Hispanic Employees in SPSA Positions as of 12/31/2008

Agency	SPSA's		Hispanic %
	Hispanics	Total	
Aging	0	12	0.00%
Agriculture	0	20	0.00%
Arts Council	1	3	33.33%
Capital Development Board	0	0	0.00%
Central Management Services	7	142	4.93%
Children & Family Services	1	53	1.89%
Civil Service Commission	0	1	0.00%
Commerce & Economic Opportunity	3	73	4.11%
Commerce Commission	0	0	0.00%
Corrections	5	130	3.85%
Criminal Justice Information Authority	0	4	0.00%
Deaf and Hard of Hearing Commission	0	2	0.00%
Developmental Disabilities Council	0	3	0.00%
Emergency Management Agency	0	5	0.00%
Employment Security	3	70	4.29%
Environmental Protection	1	68	1.47%
Financial & Professional Regulation	6	57	10.53%
Guardianship & Advocacy	0	6	0.00%
Healthcare & Family Services	6	136	4.41%
Historic Preservation	0	8	0.00%
Human Rights Commission	0	2	0.00%
Human Rights Department	2	10	20.00%
Human Services	16	256	6.25%
Investment Board	0	1	0.00%
Juvenile Justice	2	20	10.00%
Labor	0	5	0.00%
Labor Relations Board, Educational	0	2	0.00%
Labor Relations Board, Local	0	0	0.00%
Labor Relations Board, State	0	1	0.00%
Law Enforcement Training and Standards	0	1	0.00%
Medical District Commission	0	0	0.00%
Military Affairs	0	2	0.00%
Natural Resources	2	51	3.92%
Pollution Control Board	0	1	0.00%
Prisoner Review Board	0	0	0.00%
Property Tax Appeal Board	0	0	0.00%
Public Health	3	63	4.76%
Revenue	3	102	2.94%
State Fire Marshal	1	8	12.50%

Agency	SPSA's		Hispanic %
	Hispanics	Total	
State Police	2	44	4.55%
State Police Merit Board	0	1	0.00%
State Retirement Systems	0	5	0.00%
Transportation	0	2	0.00%
Veterans' Affairs	0	17	0.00%
Workers' Compensation Commission	0	8	0.00%
Grand Total	64	1,395	4.59%

Hispanic Employees in PSA Positions as of 12/31/2008

Agency	PSA's		Hispanic %
	Hispanics	Total	
Aging	1	26	3.85%
Agriculture	0	23	0.00%
Arts Council	1	4	25.00%
Capital Development Board	0	0	0.00%
Central Management Services	4	265	1.51%
Children & Family Services	28	547	5.12%
Civil Service Commission	0	1	0.00%
Commerce & Economic Opportunity	4	95	4.21%
Commerce Commission	0	1	0.00%
Corrections	9	386	2.33%
Criminal Justice Information Authority	0	9	0.00%
Deaf and Hard of Hearing Commission	0	2	0.00%
Developmental Disabilities Council	0	3	0.00%
Emergency Management Agency	0	18	0.00%
Employment Security	18	232	7.76%
Environmental Protection	1	82	1.22%
Financial & Professional Regulation	8	122	6.56%
Guardianship & Advocacy	2	14	14.29%
Healthcare & Family Services	5	287	1.74%
Historic Preservation	0	14	0.00%
Human Rights Commission	0	1	0.00%
Human Rights Department	4	21	19.05%
Human Services	42	812	5.17%
Investment Board	0	0	0.00%
Juvenile Justice	0	35	0.00%
Labor	0	6	0.00%
Labor Relations Board, Educational	0	8	0.00%
Labor Relations Board, Local	0	0	0.00%
Labor Relations Board, State	0	12	0.00%
Law Enforcement Training and Standards	0	4	0.00%
Medical District Commission	0	0	0.00%
Military Affairs	0	3	0.00%
Natural Resources	0	71	0.00%
Pollution Control Board	0	8	0.00%
Prisoner Review Board	0	1	0.00%
Property Tax Appeal Board	0	3	0.00%
Public Health	9	258	3.49%
Revenue	5	206	2.43%
State Fire Marshal	0	16	0.00%

Agency	PSA's		Hispanic %
	Hispanics	Total	
State Police	1	127	0.79%
State Police Merit Board	0	1	0.00%
State Retirement Systems	0	10	0.00%
Transportation	0	9	0.00%
Veterans' Affairs	0	34	0.00%
Workers' Compensation Commission	2	14	14.29%
Grand Total	144	3,791	3.80%

III. 2008 Hispanic Employment Action Plan and Objectives

STRATEGY	WHO	WHEN
<p><u>Leadership</u> 1.0 Each agency director will be given a copy of the 2008 Hispanic Employment Plan with a letter from the Governor highlighting the importance of diversity in general and Hispanic hiring and bilingual needs in particular.</p>	CMS	Completed. Letter included in HEP Plan, February 1, 2008.
<p>1.1 Reconvene the Hispanic Advisory Council to serve as a gratis council of Hispanic subject matter experts to CMS and the Hispanic Employment Plan Administrator. Meetings will be scheduled quarterly.</p>	CMS, Hispanic Advisory Council	Completed. Council met on 3/28/08, 6/30/08, 9/30/08, and 12/05/08.
<p>1.2 In collaboration with the Illinois Department of Human Services develop a module on “Leadership and Upward Mobility Training” to enhance promotional opportunity for Hispanic employees.</p>	CMS, Hispanic Advisory Council	Completed, presented to IAHSSE on 10/10/08 and IAA&PIISG on 10/29/08. Module provided to IDHS.
<p><u>Recruitment and Selection</u> 2.0 Mandated Hiring and/or Promotion monitors must be completed by agencies and authorized by CMS prior to personnel transaction processing.</p>	DHR, all State Agencies under the Governor’s jurisdiction	Ongoing
<p>2.1 Review and analyze the form and procedures used to assess agencies' bilingual needs and bilingual pay.</p>	CMS, Hispanic Advisory Council	Completed, 9/30/08.
<p>2.2 Monitor CMS outreach efforts to ensure that Hispanics are fully informed of newly enacted e-recruiting online application procedures, ensuring that the number of Hispanics applying for state jobs is not adversely affected.</p>	CMS, Hispanic Advisory Council	Completed, ongoing. The # of Hispanics in state government has continued to increase.
<p>2.3 In collaboration with the Illinois Board of Higher Education, identify resources to complete HEP research on relevant issues; for example, retention or a mapping of HR process to identify where Hispanics drop out of consideration for state employment.</p>	CMS, Hispanic Advisory Council	Graduate intern acquired through UIS for 8/08-12/08. Research surveys and questionnaires developed and ready for mailing to targeted group. Analysis will be reported in 2010 plan.
<p><u>Education</u> 3.0 CMS will continue follow-up meetings with agencies identified by the Department of Human Rights as failing to meet their affirmative action goals.</p>	CMS	Ongoing

STRATEGY	WHO	WHEN
<p>3.1 Quarterly EEO/AA officer meetings will be conducted in conjunction with CMS personnel managers meetings.</p>	<p>CMS, DHR</p>	<p>ongoing</p>
<p>Accountability 4.0 CMS will survey agencies to assess their activities in implementing the plan.</p>	<p>CMS, all State Agencies under the Governor's jurisdiction</p>	<p>Surveys sent to all agencies 10/01/08, survey deadline- 10/31/08.</p>
<p>4.1 CMS will prepare an Executive Summary documenting agencies' progress towards meeting stated goals relevant to Hispanic employment and bilingual Spanish-speaking needs.</p>	<p>CMS</p>	<p>Completed, summary to be included in 2009 HEP submitted 2/1/09 to the General Assembly.</p>
<p>4.2 Reconvene the Hispanic Advisory Council to assist in developing plan objectives for next reporting year.</p>	<p>CMS, Hispanic Advisory Council</p>	<p>Completed. HAC met on 12/05/08 to develop objectives.</p>
<p>4.3 The CMS Director will remind all state agencies of their continued obligation and commitment to the principles of the Hispanic Employment Plan.</p>	<p>CMS</p>	<p>Completed. Copy of letter included in 2009 Plan.</p>
<p>4.4 Improve the flow of information to the Latino Caucus by setting an annual meeting with the Latino legislators to update them on the Plan and advise them of any potential issues, barriers or problems encountered in the implementation of the plan.</p>	<p>CMS, Hispanic Advisory Council</p>	<p>Not able to complete due to extended legislative sessions.</p>
<p>4.5 Identify and provide geographical data on Hispanics employed by coded agencies within the titles of Officials/Managers (PSA, SPSA) for inclusion in Annual Hispanic Employment Plan report to the General Assembly.</p>	<p>CMS</p>	<p>Completed. Information documented in 2009 HEP.</p>

IV. Summary of Surveys

In cooperation with the Department of Human Rights, the Department of Central Management Services developed a survey that is sent annually to each coded agency. These surveys guide CMS in identifying agencies' best practices and deficiencies and are utilized to develop and evaluate the State Hispanic Employment Plan goals and objectives.

All coded agencies under the Governor's jurisdiction returned their completed surveys. Survey responses varied depending on each individual state agency's mission and year-to-year priorities. Copies of all agency surveys are included in the appendices' of this report.

A. Statewide Hispanic Employment Plan Survey 2008 Highlights

The revised survey was distributed on October 1, 2008, to all coded agencies under the jurisdiction of the Governor, and responses were to be returned to CMS by October 31st. All agencies responded. Survey highlights include the following:

Hispanic employment strategies undertaken in implementing the State Hispanic Employment Plan:

- Inclusion of the agency Equal Employment Officer to the Rutan interview panel to remove the perception of bias from the hiring decision.
- Review staffing to see if any positions can be converted to bilingual option.
- Utilize the IDES Skills match for recruitment of bilingual and Hispanic candidates.
- Enlarge the list of recruitment sources and ensure contact of all available resources; DEP, IAHSE, CMS to ensure a greater pool of bilingual and Hispanic candidates.
- Practice targeted recruitment as opposed to general outreach to ensure goals relevant to the hiring of Latinos are met.
- Increased funding was allocated to employment ads in the Latino markets, inclusive of newspapers and radio.
- Agency developed an in-house diversity program which includes Hispanic and bilingual recruitment.
- Developed a High School Recruitment Plan targeting Hispanics and bilingual to expose them to Illinois Government and future opportunities in the state workforce.
- Whenever a promotional opportunity is available the agency encourages all Hispanic and bilingual employees to bid.
- Enhanced training opportunities in-house to include workshop on the promotional process. Encouraged Hispanic and bilingual employees to attend.
- Agency developed a multiple year recruitment plan, modeled on the Hispanic Employment Plan, to ensure all under-represented group hiring goals are met.
- Agency webpage provides information on career opportunities within the agency, including the need for bilingual staff.

Employment strategies undertaken to increase the number of available bilingual/Spanish employees to service the needs of Spanish-speaking public:

- Developed Spanish language recruitment materials.
- Increased Hispanic Recruitment; SS option highlighted on all recruitment materials and presentations.
- Review each vacancy at time of posting to determine if there is a need for bilingual skills, this used to be done annually.
- Agency has initiated monthly meetings attended by Office of Latino Services, Office of Recruitment and the EEO office to discuss bilingual needs and recruitment strategies.
- Agency has developed a bilingual skills assessment to ensure that applicants are fully proficient at the time of interview, ensuring the public is better served.
- Agency added bilingual staff to the call-in hotline, better meeting the need of the Latino public.
- A language translator program was implemented that has capability of translating any part of the agency webpage from English to several languages.
- The agency Secretary appeared in various Spanish language TV programs to inform on agency programs and services available.

Suggestions/recommendations for increasing the number of Hispanics and Spanish-speaking bilinguals employed:

- Ensure all agencies are using the Exit Interview to determine causes why Latinos leave state service and to develop strategies for retention.
- To increase the available headcount of bilingual employees, offer Spanish courses for current employees, possibly through UMP.
- Increase the number of bilingual option student worker and student intern positions hired by state agencies.
- Hire more Hispanics into the title of Public Service Administrator, Spanish speaking option. This ensures that supervisory staff is more inclusive in employment policies relevant to staff and the needs of the Latino public.
- Develop a policy for employees to request bilingual pay, as it stands, only managers can request, this helps in identifying bilingual staff available for conversion into bilingual option positions.
- Appoint more Hispanic Directors, currently there is only one. Also, need for more Hispanics as Equal Employment Officers.
- More outreach and recruitment into the Latino community statewide.

See Appendix for completed agency surveys.

B. Bilingual Needs and Bilingual Pay Survey Highlights

Survey responses were due to CMS by November 1, 2008. Responses were received from 39 agencies; 13 agencies stated they had no bilingual employees and that based on the mission of their agency, no bilingual positions were needed at this time, this reflects no change from last year. The four agencies below did not comply with survey request:

- Illinois Department of Aging
- Illinois Department of Corrections
- Illinois Worker's Compensation Commission
- Illinois Department of Veteran's Affairs

See Appendix for the full report.

V. 2009 Hispanic Employment Action Plan and Objectives

STRATEGY	WHO	WHEN
<p><u>Leadership</u> 1.0 Each agency director will be given a copy of the 2009 Hispanic Employment Plan with a letter from the Governor highlighting the importance of diversity in general and Hispanic hiring and bilingual needs in particular.</p>	CMS, Governor's Office	1 st Quarter
<p>1.1 Reconvene the Hispanic Advisory Council to serve as a gratis council of Hispanic subject matter experts to CMS and the Hispanic Employment Plan Administrator. Meetings will be scheduled quarterly.</p>	CMS, Hispanic Advisory Council	Each Quarter
<p>1.2 Work with the Office of the Governor to include an update on the HEP at each Governor's cabinet meeting.</p>	CMS, Hispanic Advisory Council, Governor's Office	1 st Quarter
<p><u>Recruitment and Selection</u> 2.0 Mandated Hiring and/or Promotion monitors must be completed by agencies and authorized by CMS prior to personnel transaction processing.</p>	DHR, all State Agencies under the Governor's jurisdiction	Ongoing
<p>2.1 Review and analyze the form and procedures used to assess agencies' bilingual needs and bilingual pay.</p>	CMS, Hispanic Advisory Council	2 nd Quarter
<p>2.2 Monitor CMS outreach efforts to ensure that Hispanics are fully informed of newly enacted e-recruiting online application procedures, ensuring that the number of Hispanics applying for state jobs is not adversely affected.</p>	CMS, Hispanic Advisory Council	Ongoing
<p>2.3 Work with Shared Services to ensure they consider under-utilization and bilingual needs throughout the interview, selection and hiring processes.</p>	CMS, Hispanic Advisory Council	2 nd Quarter

STRATEGY	WHO	WHEN
<p><u>Education</u> 3.0 CMS will continue follow-up meetings with agencies identified by the Department of Human Rights as failing to meet their affirmative action goals.</p>	CMS	Ongoing
<p>3.1 Quarterly EEO/AA officer meetings will be conducted in conjunction with CMS personnel managers meetings.</p>	CMS, DHR	Ongoing
<p>3.2 In collaboration with Dept. of Human Rights, meet with EEO officers to provide update on the HEP and to ensure their continued commitment to under-utilization goals and bilingual needs.</p>	CMS, IDHR, Hispanic Advisory Council	1 st Quarter
<p><u>Accountability</u> 4.0 CMS will survey agencies to assess their activities in implementing the plan.</p>	CMS, all State Agencies under the Governor's jurisdiction	4 th Quarter
<p>4.1 CMS will prepare an Executive Summary documenting agencies' progress towards meeting stated goals relevant to Hispanic employment and bilingual Spanish-speaking needs.</p>	CMS	4 th Quarter
<p>4.2 Reconvene the Hispanic Advisory Council to assist in developing plan objectives for next reporting year.</p>	CMS, Hispanic Advisory Council	4 th Quarter
<p>4.3 The CMS Director will remind all state agencies of their continued obligation and commitment to the principles of the Hispanic Employment Plan.</p>	CMS	4 th Quarter
<p>4.4 In partnership with the Governor's New American's Initiative Project develop process to standardize bilingual pay and bilingual skills assessment across all state agencies.</p>	CMS, HAC, Governor's New American's Initiative Project	2 nd Quarter

STRATEGY	WHO	WHEN
4.5 Continue to meet with state agencies to ensure they consider Hispanics for all hiring opportunities, not only bilingual positions.	CMS, All state agencies, HAC	3 rd Quarter

VI. Conclusion

Many gains were actualized under the fourth year of the State Hispanic Employment Plan. In 2008 the number of Hispanics in the state workforce climbed to it highest number ever. This, coupled with a higher number of bilingual workers available to service an increasing Latino state wide population represents a commitment by state agencies to the tenets of Diversity.

Yet, many challenges remain. For example, despite the steady increase in the number of Hispanics employed in state government this is still not representative of the Latino statewide population. In 2008 there was a marked increase in the number of bilingual workers from the previous year. But, based on responses to the Bilingual survey, a total of 13 agencies reported that they employ no bilingual employees. Also, some agencies have identified a challenge relevant to the retention of Hispanics in the workforce. State agencies, assisted by CMS and the Hispanic Advisory Council are working hard to develop strategies to address the issue of retention but recognize that this objective will not happen quickly. These challenges, and others, comprise the core of the 2009 State Hispanic Employment Plan.

